

2004 Criminal Justice Summit: Satisfaction Survey Results

The 2004 Criminal Justice Summit Satisfaction Survey was comprised of different sections with various rating scales as follows:

- *Use of Information (Was it beneficial?)* – scale of one to three (“Not at All” to “Definitely”)
- *Presentations* – scale of one to five (“Poor” to “Excellent”)
- *Small Group Discussions* - scale of one to five (“Poor” to “Excellent”)
- *Facilitators* - scale of one to five (“Poor” to “Excellent”)
- *Accommodations & Location* - scale of one to five (“Poor” to “Excellent”)
- *Suggestions & Comments* – not scaled

Summary

1. Overall, participants indicated a high level of satisfaction with Criminal Justice Summit.
2. When asked about specific aspects of the Summit, when asked about the usefulness of the information in the presentations, over 80% of those who attended at least one presentation chose “Definitely,” the highest possible rating. Additionally, 74% of respondents indicated that the small group discussions “Definitely” provided useful and beneficial information. Moreover, with regard to the follow-up discussions, assessments and recommendations, 83% of respondents cited the sessions as “Definitely” beneficial.
3. On average, the 8 presentations were perceived as being “Very Good” (4) to “Excellent” (5) (with a mean of 4.1). However, within each category, there were a few deviations. (It is important to note that due to the scheduling of certain presentations and/or attendance by participants, the actual number of responses varied for each presentation from 36 to 48.)
 - The Comprehensive Strategy Framework & Evidence Based Programming in North Carolina and the Re-entry and Reintegration presentations received the highest average ratings with 4.5 and 4.3, respectively. Over 88% of respondents cited the presentations as “Very Good” (4) or “Excellent” (5).
 - The presentations for Criminal Justice Trends in Tennessee, Alternatives to Incarceration and U.S. Trends in Criminal Justice all received average ratings of 4.1. All three presentations received ratings of “Very Good” (4) to “Excellent” (5) from 70% of respondents.
 - Both the Prevention and Rehabilitation presentation and Setting the Ground Rules for Good Discussion presentation received average ratings of 4.0.
 - The lowest average rating, 3.7, was given to the Government & Community Partnerships presentation. However, it is important to note that although the rating is relatively low compared to the others, over 60% still cited the presentation as “Very Good” (4) to “Excellent” (5). More importantly, due to the *differing number of responses for each presentation*, the aforementioned 60% represent 29 individual ratings of either 4 or 5. In contrast, while the U.S.

Trends in Criminal Justice presentation did receive a higher average rating of 4.1 with 70% of respondents giving a rating of “Very Good” (4) to “Excellent” (5), only 25 respondents rated the presentation as “Very Good” (4) to “Excellent” (5).

- Interestingly, both the highest rated presentation (Comprehensive Strategy Framework & Evidence Based Programming in North Carolina - 4.5) and the lowest rated presentation (Government and Community Partnerships - 3.7) both had the highest number of responses (48).

4. Facilitated Small Group Discussions:

- On each day of the Summit, there were Facilitated Small Group Discussions – A, B, & C. (Please note: the composition of each small group changed daily – i.e. an individual in Group A on Monday may have been a part of B or C on Tuesday or Wednesday.) *While each group consisted of several individuals, not all survey respondents indicated the group(s) in which they participated. Consequently, all surveys without specification of group were not included in the rating of this section. Due to both the varied and low number of responses, the following ratings may not provide an accurate assessment of the specified group.*

Overall, on each of the three days, the groups received average ratings from 3.8 to 5.

- **Monday**
On Monday, all three groups – A (n=4), B (n=7), & C (n=8) received average ratings of 5, 4.1, and 4.0, respectively. Group A, facilitated by James Wilson Ph.D., was rated as Excellent (5) by all 4 respondents. However, Groups B & C were rated as Very Good (4) or Excellent (5) by 85.7% and 75% of respondents, respectively.
- **Tuesday**
On Tuesday, Group A, again facilitated by James Wilson Ph.D., was rated as Excellent (5) by all respondents (n=3). While Group B (n=5) received a lower average rating of 4.4, the same number of respondents, 3, rated the group as Excellent (5). Group C (n=8) had the lowest average rating of 3.8, with only 50% of respondents citing the group as Very Good (4) to Excellent (5).
- **Wednesday**
On Wednesday, Groups A, B, & C received average ratings of 4.1, 4.2, and 4.1, respectively. Groups A (n=10) & B (n=10) both were rated as Very Good (4) or Excellent (5) by 80% of their respective respondents. While Group C (n=16) was rated as Very Good (4) or Excellent (5) by 68.8% of respondents, the actual number of respondents rating the group as Excellent (5) was larger than in Group A or B.

Although the ratings given to the Small Group Discussions may not provide a valid and reliable assessment due to the varied number of responses, the Small Group Discussions were lauded in the Comments/Suggestions section as the best part of the Criminal Justice Summit. Moreover, many indicated the desire for longer Small Group sessions.

5. Facilitators:
 - Overall, the three facilitators – James Wilson Ph.D., Simon Tidd Ph.D., and Roosevelt Noble Ph.D. – received high average ratings of 4.4, 4.0, and 4.2, respectively. More specifically, James Wilson Ph.D. was rated as Very Good (4) or Excellent (5) by 87.5% of respondents; 80.4% of respondents indicated that Roosevelt Noble Ph.D. was Very Good (4) or Excellent (5); and Simon Tidd Ph.D. was rated as Very Good (4) to Excellent (5) by 73.4% of respondents.
6. The Accommodations at the Wyndam Union Station Hotel received an average rating of 4.0, with 76.1% of attendees rating the facility either Very Good (4) or Excellent (5). However, there were a few issues raised regarding the size of the meeting rooms and the charge for parking.
7. The Location, Nashville, was given an average rating of 4.2, with 87.5% of respondents citing it as Very Good (4) or Excellent (5). Additionally, in the comments/suggestions section, there was an overall consensus that any future Criminal Justice Summits should be held in Central or Middle Tennessee.

Suggestions for a Future Criminal Justice Summit:

1. Presentations/Speakers/Topics:
 - Charles Traughber
 - Mental Health Service Delivery
 - Sheriff's
 - Judicial & Legislative Representatives
 - Governor's Office Representatives
 - District Attorney's – Prosecutors – Public Defenders
 - Buddy Howell (again)
 - Dr. Jean Petersillia
 - Offender families & victims
 - Stakeholders outside of government
 - Faith Based speakers
 - Providers from states where programs have been implemented
 - Sentencing changes & impact
 - Cost/budget & continuity of services
 - Re-entry
 - Employment post release
 - Institutional effectiveness models
 - Educational benefits for incarcerated individuals
 - Best practices models presented by those involved in program development and implementation
 - Reform
 - Effective Community/Faith based models
 - Prevention
 - Utilization of boot camp beds
 - More practical application – less academic focus
 - Gender based programs
 - Gangs
 - Juvenile Offenders
 - More evidence based programming
2. Locations/Accommodations:
 - Middle Tennessee was preferred cited by the majority of participants;
 - Additional ideas included regional rotation;
 - Montgomery Bell State Park
 - Larger hotel
 - One issue cited continually was the cost of parking at the Hotel
3. Participants:
 - Program providers
 - Judiciary
 - Legislators
 - Business community
 - Faith based & community leadership
 - Additional district attorneys, prosecutors & public defenders
 - Non-profit Organizations (More participation)
 - Local government leaders/City council representatives
 - BOPP line staff
 - Local alcohol & drug treatment providers

Additional Comments:

Many cited the small group discussions and the opportunity to network with other individuals involved in the criminal justice system as being the most beneficial aspect of the Summit. The ability to interact, discuss and develop new ideas/partnerships was also cited as one of the best aspects of the Summit.

However, some participants indicated dissatisfaction with the following:

- Parking fees
- Academic focus
- Length of days 1 & 3; (Some indicated that it was difficult to attend for three days; others indicated would have preferred to have the shorter session be on the third day;)
- Invitation/Lack of invitation to specific days/sessions
- Long periods of sitting - “Fanny fatigue”
- Too many long breaks
- Lack of microphones for the facilitators
- Governor’s absence
- Lack of community voice
- Lack of sodas and afternoon snacks

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14	4	5	3	3	3	4	4	5	3			4			3		3
15							5	5	3								5
16	5	4	4	4	4	5	5	3	3			3			4	4	
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40							4	4	3									5
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47									2									
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49	3	3	3	3	3	3	4	3	2		3			3				3

50	5	5	4	5	5		5	5	3			4			3			3
51	3	5	4	5	3	4	5	3	3		4				3		5	
52	5	5	5	5	5	5	5	5	3									
SUM	177	174	165	186	174	146	215	179	145	20	29	32	15	22	30	41	42	65
MEAN	4.1	4.1	4.0	4.3	4.0	4.1	4.5	3.7	2.8	5.0	4.1	4.0	5.0	4.4	3.8	4.1	4.2	4.1
# 5	17.0	16.0	13.0	20.0	16.0	15.0	27.0	15.0	0.0	4.0	2.0	3.0	3.0	3.0	2.0	5.0	4.0	6.0
# 4	15.0	17.0	18.0	18.0	14.0	10.0	18.0	14.0	0.0	0.0	4.0	3.0	0.0	1.0	2.0	3.0	4.0	5.0
%5	39.5%	38.1%	31.7%	46.5%	37.2%	41.7%	56.3%	31.3%	0.0%	100.0%	28.6%	37.5%	100.0%	60.0%	25.0%	50.0%	40.0%	37.5%
%4	34.9%	40.5%	43.9%	41.9%	32.6%	27.8%	37.5%	29.2%	0.0%	0.0%	57.1%	37.5%	0.0%	20.0%	25.0%	30.0%	40.0%	31.3%
	32.9	pres-sum																
	4.1	pres-mean																
Total # responses (N)	43	42	41	43	43	36	48	48	52	4	7	8	3	5	8	10	10	16

ID	Small Group Discussions	Followup Discussions, Assessments & Recommendations	James A Wilson, Ph.D.	Simon T. Tidd, Ph.D	Rosevelt Noble, Ph.D	Accomodation s: <i>Union Station Hotel</i>	Location: <i>Nashville</i>
01	3	3	5	2	4	4	4
02	3	3	5	4	4	1	1
03	2	3	4	3	5	4	4
04	3	3	5	5	5	4	4
05		3	5	4	4	5	5
06	3	3	4	4	4	3	3
07	3	3	5	4	4	4	4
08	3	3	5	5	5		
09	3	3	4	5	5	3	5
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12	3	3	5	5	5	5	5
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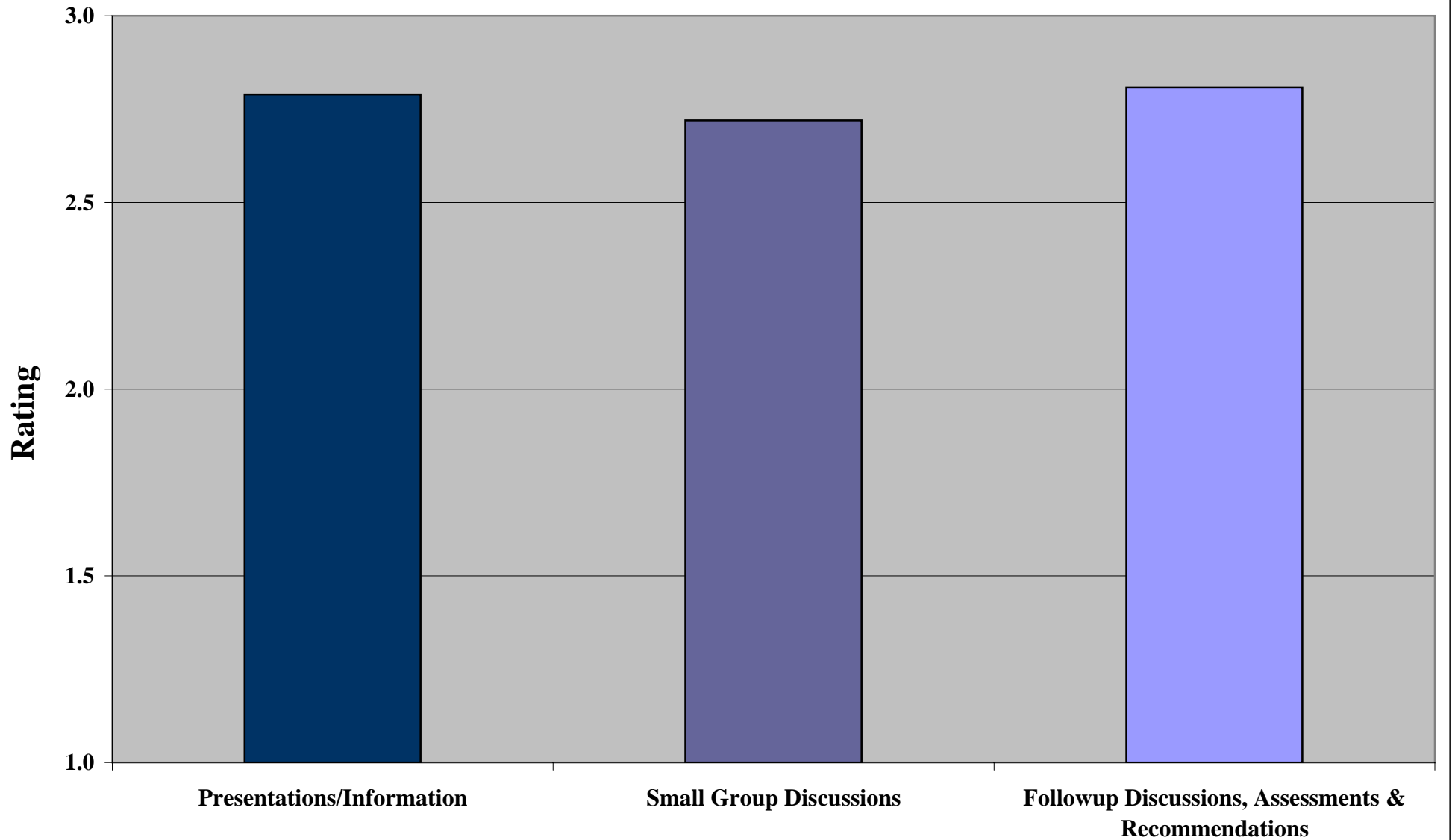
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19	2	2	4	3	3	5	5
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21	2	3	5	3	2	3	4
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23	3	3	3	4	5	4	5
24	1	1	2	2	2	4	4
25	3	3	4	4	4	4	4
26	3						
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28	3	3	4	4	3	3	4
29	3	3	5	5	5	5	5
30		3	5	4	4	3	3

31	2	3	4	4	4	5	5
32	3	3	5	5	5	4	5
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43	3	3			5	4	4
44	2	3	5	5	4	5	5
45	3	3	5	5	5	5	5
46	2	2	4	4	4		
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49	2	2	4	4	3	3	4

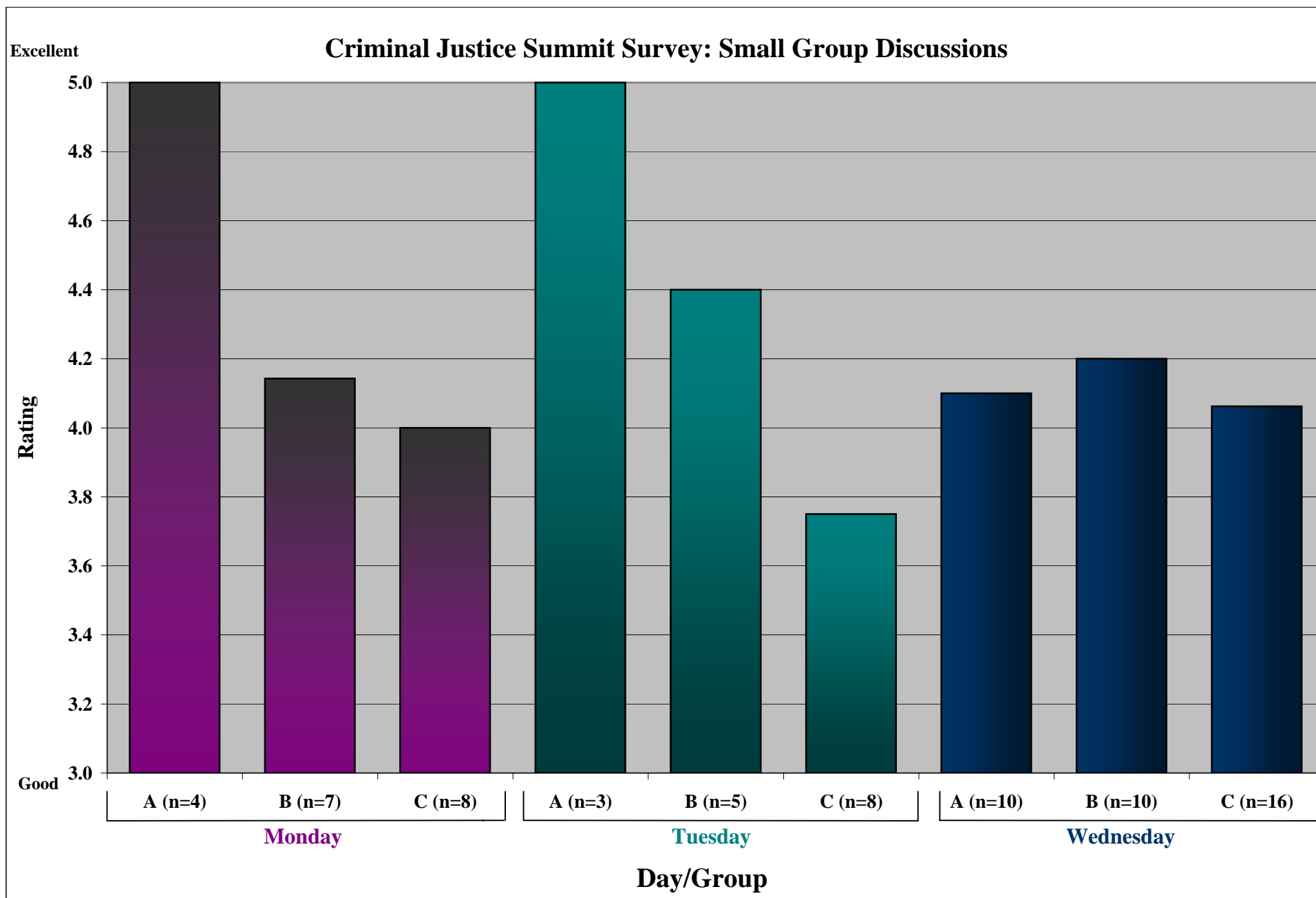
50	3	3	5	5	5	5	5
51	3	3	5	3	4	3	2
52	3	3	5	5	5	4	4
SUM	136	132	209	182	191	185	203
MEAN	2.7	2.8	4.4	4.0	4.2	4.0	4.2
# 5	0.0	0.0	24.0	16.0	18.0	14.0	20.0
# 4	0.0	0.0	18.0	17.0	19.0	21.0	22.0
%5	0.0%	0.0%	50.0%	35.6%	39.1%	30.4%	41.7%
%4	0.0%	0.0%	37.5%	37.8%	41.3%	45.7%	45.8%
Total # responses (N)	50	47	48	45	46	46	48

Criminal Justice Summit: Overall Satisfaction

(Useful/Beneficial)

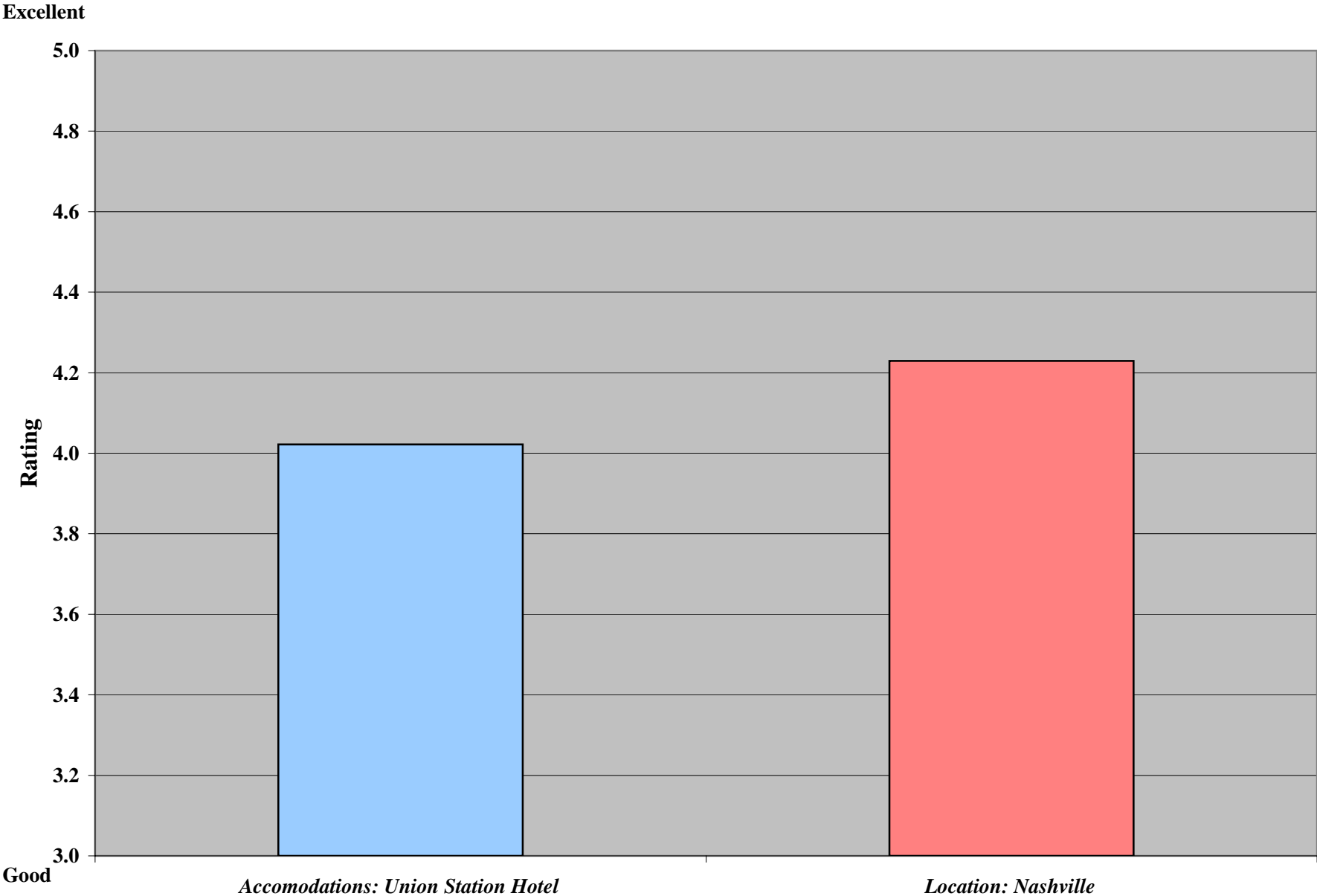


Scale: (1) Not at all (2) Somewhat (3) Definitely



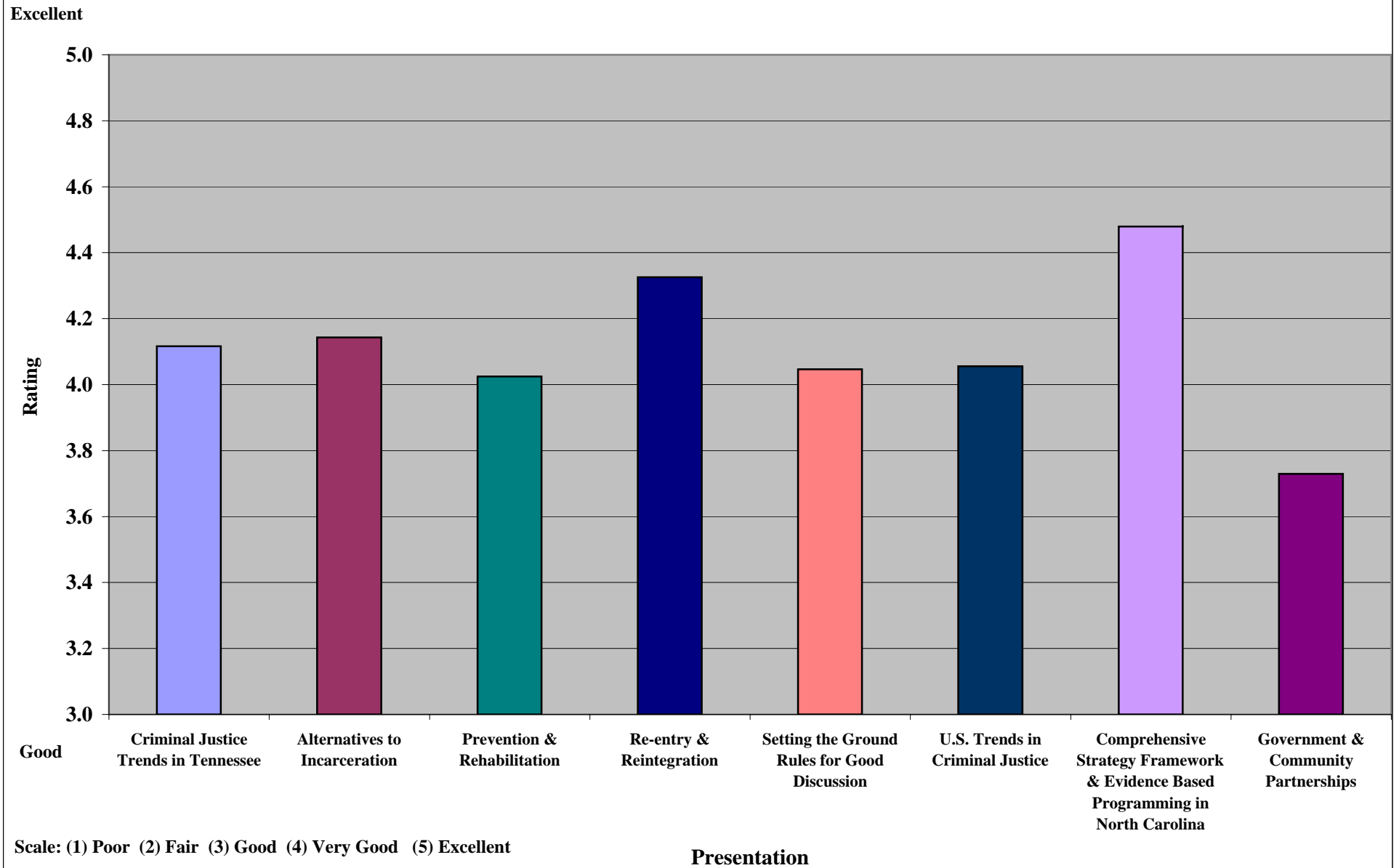
Scale: (1) Poor (2) Fair (3) Good (4) Very Good (5) Excellent

Criminal Justice Summit Survey: Accomodations & Location

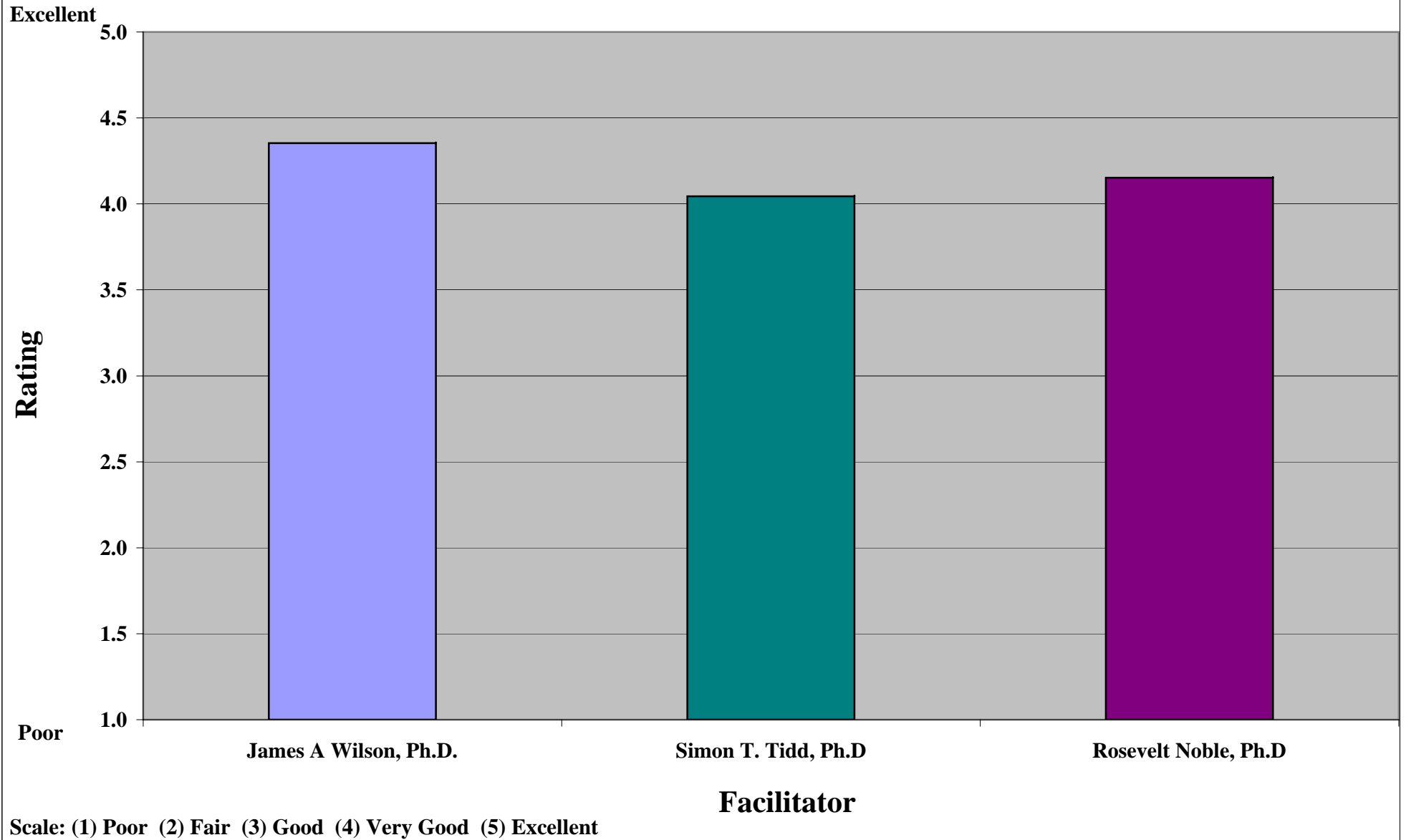


Scale: (1) Poor (2) Fair (3) Good (4) Very Good (5) Excellent

Criminal Justice Summit: Presentations



Criminal Justice Summit Survey: Facilitators



Suggestions

Presentations/Speakers	Topics	Location	Participants	Best	Least
Gear 1st Day to more current TN trends & Programs		Different Hotel	Wider Variety	Almost Everything - Excellent	Simon Tidd - knowledgeable but too talkative to be facilitator; Too much time spent in small groups talking about issues that would not make it to big groups; Should use groups of 10-15 rather than 4-5;
MH & Sheriffs, etc.	Expand to other partners	More spacious better meeting space	include as many as possible	All	
New Models MH Service Delivery; Institutional Effectiveness Models;					
				In general - thought program was well-planned	
				Great way to get out new ideas, cooperation & partnerships	Would have been nice to have soda & snacks in afternoon breaks
More TN specific w/ supporting data; perspective of those who work with offenders	Sentencing changes & Impact; Cost & inability to continue current practices	Middle TN	Legislators; Judges; DA; Commissioner Related Agencies; City Council Reps;	Trends/other states efforts	Limited break out time - "how to"; limited cost implications
Dr. Jean Petersillia	Re-entry				
	Partnerships				
				Seeing law enforcement, DA's, Prosecutorial groups admitting rehabilitation is the answer and their willingness to work on the issue	
			Suggest Confirming attendants/key players	Interactive sessions - felt part of process; Small working groups	Need microphones for facilitators
			More opportunity to participate		
		Larger room		Sharing/gathering information with different agencies;	Needed more participation from judiciary
	Employment		More judicial contributions	Overview of stats & N.C. view	Too many/too long breaks
Less Ph.D. types	Success programs from other states	Nashville	Less academic	Networking with Attendees	Lack of info on Successful programs in other states

Presentations/Speakers	Topics	Location	Participants	Best	Least
	Gender-based programs; results of re-entry pilots; gangs	Prefer larger facility; no parking charge	BOPP; Prison program providers (contract & state); judiciary; legislators;	Wendy Naro; Buddy Howell; Opportunity to interact with other groups;	Three days seemed excessive;Have plenary on Sun. night, full Monday & end midday Tuesday; Three full days away from work makes it hard for some to attend
Actual providers from other states (N.C. & WA?) for first hand exp.			Business community	Workshop process excellent - inform & discuss issue	Last day small group unproductive - facilitator did not keep group on track (as oposed to Monday group)
Data for evidence based programs	Former summit issues & open brainstorming of CJ system		All	Small groups	Gov not being able to attend
	Move from academic to real practical application			Assembly of everyone involved in CJ system	No community voice
Benefit of education for incarcerated individuals	Juvenile Offenders (not just 18 & under but more 18-21 years)			Speakers and opportunity to network	Luncheon speaker area; lobby at times - unable to gather all information;
Other stakehlders outside of gov't	Community/faith based models that are effective		Faith based and community based leadership	Small group discussions	Days reserved for some but not open to others
Best practices models presented by those involved in program development & implementation;		Middle TN - Montgomery Bell State Park	More DA's, PD's & judges	Very necessary step - recommend that invitations for 2006 summit come from Gov with local agencies being TDOC, BOPP, DOE, WFD, etc.	Days 1 & 3 were too long;
Other states/communities with implemented evidence based programs	Re-entry programs; preventions - how can communities get involved to prevent crime/juvenile justice/incarceration;			Dialogue & uniting of participants	
				Dialogue & open discussions	Parking charges (communted from home)
Charles Traughber	Utilization of Boot camp beds	State park	More judges & legislators	Involvement/interactions of individuals from different CJ areas	
	Updates on evidence based programming; more info about inmate pop & % parole/probation violators; class of offense; criminal history & changes in pop over last 25-30 years	Nashville		Networking & opportunity for discussion among multiple participants	Need more small group discussion time - possible to cut out some lectures to provide more time for grps
			Nonprofits & others for more than just one day	General topics	More free time than needed
Faith based speakers	Models for programming	Middle TN	Local Gov't; Business community; Church leaders (UMC Bishops in TN)	Dr. Noble/Dr. Tidd presentations	Long hours of sitting
	Offender families/victims & healing needed with family members	Nashville		Meeting with other like minded people	Not as much covered as needed

Presentations/Speakers	Topics	Location	Participants	Best	Least
			More participation by Judiciary/DA's		
	More on re-entry & education				
More DA's, Judges, Legislators	Refrom procedures	Nashville	Comm. Of Correction; DA's; Judges	Group discussions	Massive statistics
Need microphones				Bringing key players together - awareness;	Academic theories that may/may not be implemented for several years; No concrete plan for continued collaboration;
		Rotation - East- Middle-West	More Judges; DA's; Police; BOPP line staff	Small group discussions; plenary speakers - esp. Mr. Howell and Ms. Ganote	Length of some large group sessions "fanny fatigue"
			Have participants introduce themselves in all small groups;		Should have shorter day on last day instead of 2nd day
			Local A & D providers; local employment & business leaders	All	
Mr. Howell again;				Workshops	
	Best value for Correction \$; Drug courts	Johnson City	DOC et al.	Break out with Dr. Noble - good discussion	
			Need earlier notification of dates/agendas & personal recruitment of underrepresented groups;		
	Continuation	Nashville	More people involved in CJ		
	Rotate topics from group to group for different perspectives; Have at least 2 experts on subject present in addition to facilitator;	Location with reasonably priced parking	Committee to "court" resistant participants to encourage/ensure attenance; Judges; Prosecutors; PD's	New info/ideas; opportunity to network;	Speakers in open lobby
				Info regarding meta analysis	